

## EXTENDED AREA SERVICE (EAS)

The Idaho Public Utilities Commission (PUC) evaluates requests for toll-free telephone service (Extended Area Service or EAS) between exchanges by analyzing calling data. Before the PUC will grant an EAS request, it must determine whether there is an on-going relationship among a significant number of residential and business customers in the exchanges. The PUC will consider several factors in determining whether a community of interest exists. When identifying the reasons why you would like toll-free calling (EAS) from one area to another, please keep these factors in mind.\*

### Primary Indicators of Need for EAS

- ! Geographic proximity (*What is the distance between exchanges?*)
- ! Presence of geographic barriers between exchanges (*Are there mountains, canyons or other barriers between the two exchanges?*)
- ! County seat relationship (*Are both exchanges in the same county?*)
- ! Relationship to school district (*Do both exchanges share the same school district?*)
- ! Proximity to medical facilities and services (*Are the closest available hospital and health care providers located outside of the exchange? Can you reach those facilities and services without placing a toll call?*)
- ! Willingness of customers to pay increased rates (*Are you willing to pay a higher monthly rate for local service in order to have a larger toll-free calling area?*)

### Secondary Indicators

A second set of factors will be considered also. These represent adjustments to the six primary community-of-interest standards listed above.

- ! Number of lines in the home exchange(s) and the target exchange(s)
- ! Toll-free access to information providers, such as Internet access providers, on-line databases, and distance learning resources
- ! Number of foreign exchange, private line and 1-800 customers in each exchange

\*The cost of changing a long-distance toll route to a toll-free EAS route usually is paid by the affected customers through an increase in their monthly local exchange rate. Customers may see no change or a net increase or decrease in their bills, depending on their individual calling patterns and volume.



